

PLUMBPRICER

Terms & Conditions

Business-to-business estimating services | Version 9 October 2026

Effective date: 9 October 2026. These terms apply only to contractors and other customers acting in the course of business who buy PlumbPricer remote estimating and quotation-preparation services.

1. Who we are and scope

PlumbPricer is the trading name of Samuel Mayo, a UK sole trader. Contact: sam@plumbpricer.co.uk; plumbpricer.co.uk. The business correspondence address is displayed on the Legal Information page at plumbpricer.co.uk. These terms apply to each order accepted by PlumbPricer and prevail over conflicting contractor terms unless agreed in writing.

2. Services and order process

PlumbPricer prepares agreed estimating documents, including contractor breakdowns, material take-offs, customer quotations, labour-only quotations and agreed combinations. Before work starts, the parties agree the scope, fee and anticipated delivery date. PlumbPricer may decline work outside its capacity or capability. It does not undertake installation, gas work, site surveys, certification, design verification or site inspection.

3. Contractor responsibilities

- Provide accurate, sufficient and lawfully obtained project information, including relevant drawings, specifications, photographs, scope and deadlines.
- Remain responsible for the customer relationship, site and technical decisions, regulatory compliance, final selling price and checking the final documents before use.
- Have authority and a lawful basis to share personal information and provide any privacy information required to the contractor's customers.

4. Fees, payment and timing

Fees and anticipated turnaround are agreed for each order. Full payment is due before work begins unless otherwise agreed in writing. Significant changes or work outside the agreed scope are separately quoted and agreed. PlumbPricer is not currently VAT registered and does not charge VAT unless that status changes. Delivery depends on timely receipt of adequate information and may be revised if information is missing, unclear or changed.

5. Drafts, revisions and cancellation

Where applicable, a contractor breakdown is supplied for review before final customer-facing documents. Each original estimate includes two consolidated in-scope revision rounds. A separately paid scope addition includes two revision rounds for that addition. Corrections of PlumbPricer errors are free and do not count towards revision rounds. Cancellation before work starts receives a full refund. Once work starts, PlumbPricer may retain a reasonable amount for work completed; after draft delivery, a change of mind does not automatically entitle the contractor to a refund. Nothing affects remedies for a failure to exercise reasonable care and skill.

6. Estimates, liability and documents

PlumbPricer will exercise reasonable care and skill. Estimates depend on supplied information and circumstances at preparation; supplier prices, availability, labour requirements and site conditions may change. PlumbPricer does not guarantee a job award, margin, final project cost, technical suitability, regulatory approval or the accuracy of information it did not create. Subject to the next sentence, PlumbPricer's total liability arising from an order is limited to the fees paid for that order. This limit does not exclude or restrict liability that cannot lawfully be excluded or restricted, including fraud or fraudulent misrepresentation, or liability for death or personal injury caused by negligence. Following full payment, the contractor may use final documents for the specified project and share them with its customer, suppliers and

subcontractors as necessary. PlumbPricer retains ownership of its pre-existing templates, methods and formulas; documents must not be resold or reused as templates for unrelated projects.

7. Confidentiality and data protection

PlumbPricer keeps non-public contractor and project information confidential and uses it only to provide services, administer the business, comply with law or as authorised. It will not use project details for marketing or identify a contractor as a customer without permission. Where PlumbPricer processes contractor customer personal data solely to prepare an estimate, the contractor is normally the controller and PlumbPricer is the processor. The Data Processing Schedule forms part of these terms.

8. Retention

Project working files and associated personal information are normally deleted 30 days after final delivery. Relevant information may be retained longer only where reasonably necessary for an ongoing revision, complaint, dispute, security investigation, documented contractor instruction or legal obligation. PlumbPricer retains its own invoices, payment and accounting records separately for applicable business and legal purposes. Contractors should keep their own final copies.

9. General

Neither party is liable for delay caused by events beyond reasonable control, provided it takes reasonable steps to reduce the impact and promptly notifies the other. Concerns may be emailed to sam@plumbpricer.co.uk. These terms are governed by the law of England and Wales, whose courts have jurisdiction subject to mandatory law. Updated terms apply to future orders; accepted orders remain governed by the version agreed when accepted unless both parties agree otherwise.